




City of Austin

Office of Homeland Security and Emergency Management



Memorandum

To: Mayor and Council

From: R. Scott Swearengin, Assistant Director 
Homeland Security and Emergency Management (HSEM)

Date: December 18, 2015

Subject: Disaster Recovery Centers closed for holiday Dec. 23-27

State/FEMA Disaster Recovery Centers (DRCs) at the Elroy Community Library and Dove Springs Recreation Center will be closed Dec. 23 to Dec. 27 for the holiday. The centers will reopen as regularly scheduled at 9 a.m. on Dec. 28.

Residents who have questions may call the FEMA Helpline (800-621-3362) that will remain open throughout the holiday.

Visiting a DRC is not required to register for FEMA assistance. Flood-affected residents and business owners can apply online at DisasterAssistance.gov or by phone (voice, 711 or relay service) at 800-621-3362. (TTY users should call 800-462-7585.) The toll-free lines are open 7 a.m. to 10 p.m. seven days a week.

State and federal officials monitor visits to the DRCs as a measure of recovery. A decrease in visitors to a center is one indicator that disaster survivors are making significant progress and the DRC is no longer needed, according to FEMA. Officials will use the break to determine any need for changes in hours and locations.

Cc: Marc A. Ott, City Manager
Assistant City Managers
Chief of Staff